

EAGLS System

Training Guide



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Introduction

Overview

Welcome to your EAGLSSM training.

EAGLS is a secure, web-based expense management tool that allows you to quickly and easily manage your Bank of America Card Program.

Save time and reduce paperwork by submitting expense reports, performing administrative and accounting tasks online with EAGLS.

EAGLS gives you the automated reporting tools you need for managing and reducing your expenses, analyzing program activities and presenting program results.

Training Topics

The following topics are included in this training:

- EAGLS Log On
 - EAGLS Main Menu Overview
 - EAGLS Main Menu Job Aid
 - Change Password
 - Switch Role
 - Switch Account
 - Switch Hierarchy
 - Replacement Card Request
 - Change Credit Limit
 - Change Account Status
 - View Transaction Details
 - Transaction Reallocation
 - Transaction Reallocation - Browse Functionality
 - Dispute a Transaction
 - EAGLS Log Off
-

Continued on next page

Introduction, continued

***Training
Note***

As you progress through this training, use the ***bold, italicized action steps*** as your guide.

This training assumes basic, general knowledge of website usage and online systems.

EAGLS Log On

Step 1 EAGLS is a Bank of America website that is accessed using your internet browser.
You will need an EAGLS User Id and password to log on to EAGLS.

Step 1
Action(s) To log on to EAGLS:

- **Double left-click on the Internet Explorer button or the Netscape Navigator button on your desktop to open your internet browser.**
- **Enter the following URL in the address field:**
<http://www.EAGLS.bankofamerica.com>.
- **Depress Enter.**

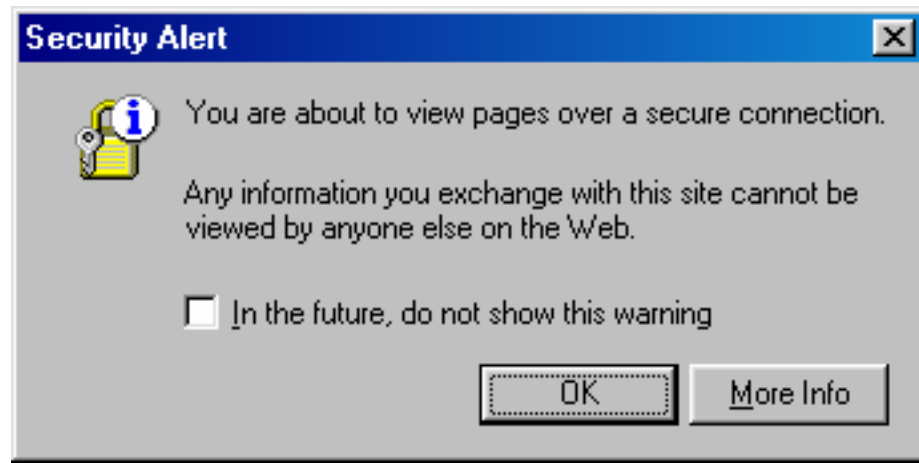
Note: You may wish to add the EAGLS URL to your Favorites.

Continued on next page

EAGLS Log On, continued

Step 2 A Security Alert screen displays.

This screen offers you the option of skipping this alert screen in the future.

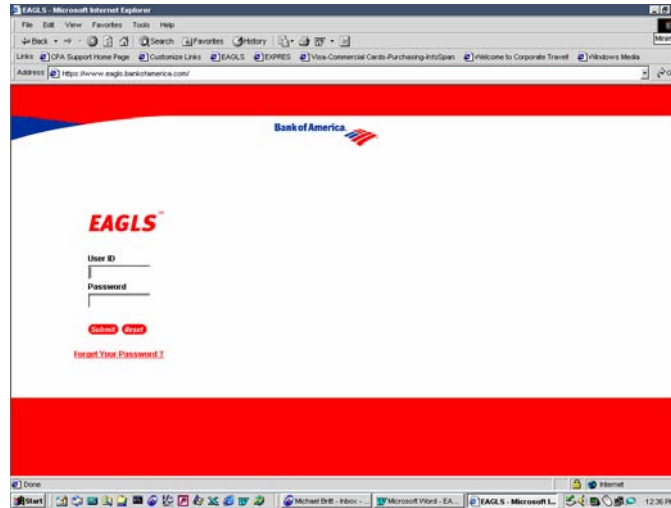


-
- Step 2**
Actions(s)
- ***If desired, click in the checkbox to skip this alert screen in the future.***
 - ***Click OK.***

Continued on next page

EAGLS Log On, continued

Step 3 EAGLS displays the Sign In Screen.



The sign in screen is used to enter your User ID and Password.

- Your User ID is provided to you by your Program Administrator.
- The first time you log on to EAGLS, use the generic password provided to you. EAGLS then prompts you to change your password.

Password Rules:

- Passwords are 8 characters, alphabetic and numeric.
- Passwords cannot contain consecutive repeating characters.
- Passwords expire every 120 days.
- A password can be reused providing it is not one of the last five passwords used.

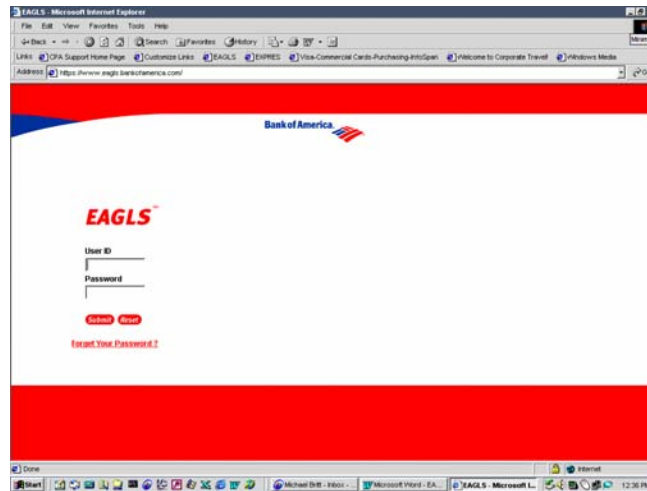
Continued on next page

EAGLS Log On, continued

Step 3 **Continued**

EAGLS allows three (3) unsuccessful User ID and/or Password attempts before access is denied.

If access is denied, contact your **Program Administrator** and ask for your password to be reset.



Step 3 **Action(s)**

On the EAGLS Sign In screen:

- **Enter your User ID**
- **Enter your Password.**
- **Click on SUBMIT.**

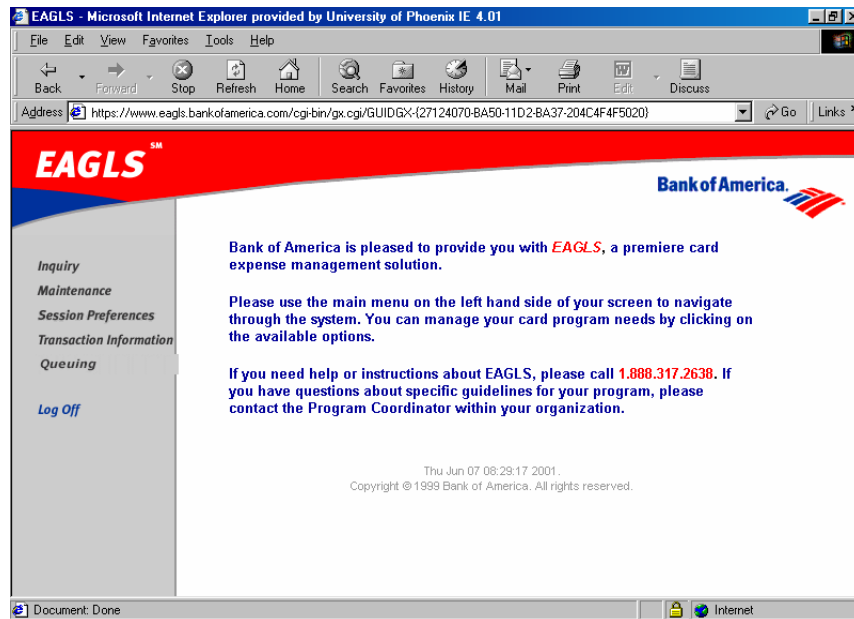
Continued on next page

EAGLS Log On, continued

Step 4

The EAGLS Main Menu displays and you are now logged on to EAGLS. The EAGLS Main Menu is used to access the various applications within EAGLS. The menu selections may vary depending upon how the Program Administrator set up your account in the system.

Note: EAGLS automatically logs off if there is no use or entry within 15 minutes.



EAGLES Main Menu

Overview

The EAGLS Main Menu lists menu options down the left side of the screen. Each of these menu options provides additional submenus.

The Job Aid on the following page provides an overview of each of the menu and sub-menu options.

The EAGLS menu options presented to each user depend upon that individual person's **User Profile**. Your options may not include all of the options presented on the Job Aid.

EAGLES Menu Job Aid

Select this menu option:	To perform this task:
Inquiry	View Authorization Controls Cost Allocation Foreign Currency Individual Account Relationship Profile User Profile
Maintenance	Change your password Cost Allocation Foreign Currency Individual Account User Profile
Session Preferences	Switch Account Switch Hierarchy Switch Role
Set Up	Cost Allocation Foreign Currency User Profile
Transactions	Central Account Current Activity Central Account Statement Individual Account Current Activity Individual Account Statements Reallocation Review Transaction Detail
Expense Reporting	Electronic Expense Reporting Reallocation
Reports Feature	Produce standard reports Extract report data to an electronic format
Log Off	

Change Password

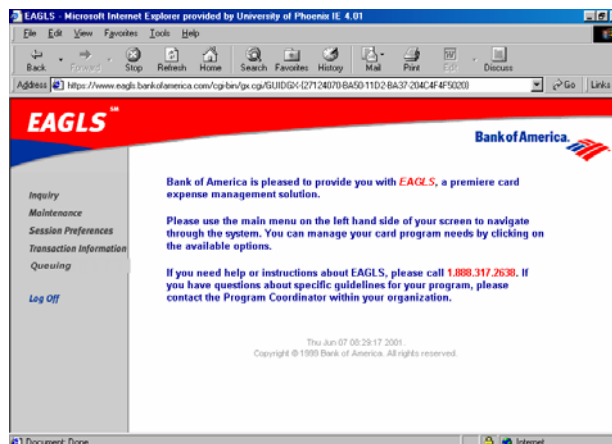
Step 1

The first time you log on to EAGLS you are prompted to change your password. The prompts provide you with the steps necessary to change your password for the first time.

Passwords expire every 120 days. A *Change Password Reminder* displays 7 days before your password's expiration date.

Passwords must adhere to the password rules:

- Passwords are 8 characters, alphabetic and numeric.
- Passwords cannot contain consecutive repeating characters.
- Passwords expire every 120 days.
- A password can be re-used providing it is not one of the last five (5) passwords used.



Step 1 Action(s)

From the EAGLS menu:

- **Click on Maintenance.**
- **Click on Change Password.**

Continued on next page

Change Password, continued

Step 2 The *Change Password* screen displays. This screen prompts you to enter your current password, your new password, and your new password again as confirmation.

Help

Change Password

The password must be exactly 8 digits or letters in length and there can be no repeating characters (e.g., aa, ee, 11, 55).

Change Password		
Old Password	New Password	Re-enter New Password
<input type="password"/>	<input type="password"/>	<input type="password"/>

Submit **Cancel**

-
- Step 2**
- Actions(s)**
- *Type your old password into the Old Password field.*
 - *Type your new password in the New Password field.*
 - *Retype the password in the Re-enter New Password field.*
 - *Click on SUBMIT.*

Continued on next page

Change Password, continued

Step 3 The Password Confirmation displays, indicating that your password was successfully changed.

Change Password Confirmation

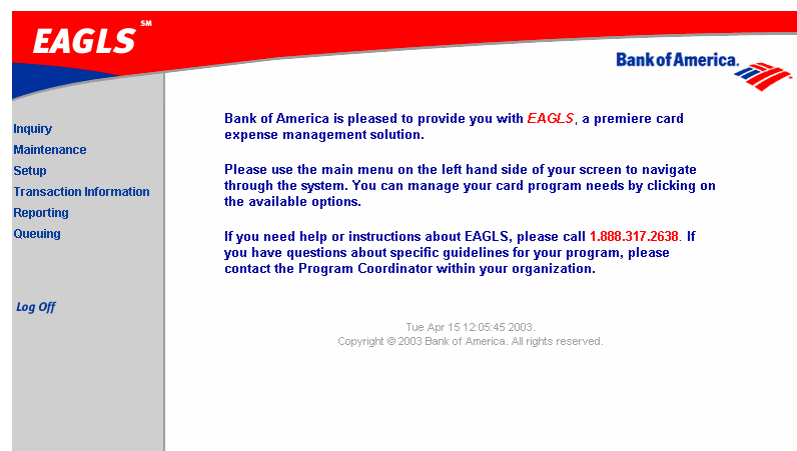
You have successfully changed the password for the following User ID: SELLEAGLS1

Click OK to continue.



Step 3 ➤ *Click on OK.*
Actions(s)

Step 4 EAGLS displays Main Menu displays. Your password is changed.



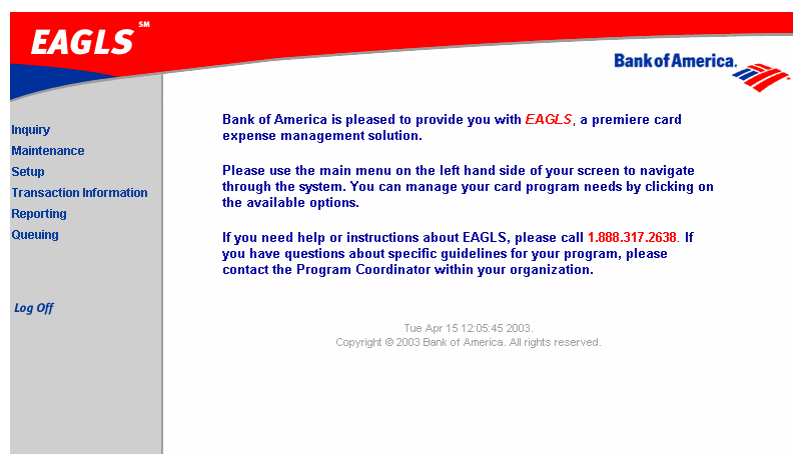
Switch Role

Step 1

The EAGLS functionality available to a user depends upon the **role** assigned to that user. Each user is assigned at least one role within EAGLS.

The role you are assigned determines the screens you are authorized to access and the tasks you are authorized to perform.

Some people within the organization may perform *more than one* role. For example, a person may be an Account Holder as well as a Program Administrator. If this user signed on to EAGLS as an Account Holder, and then wants to perform a program Administration function, the user must **switch roles**.



Step 1 Action(s)

- From the EAGLS main menu,
- **Click on Session Preferences.**
 - **Click on Switch Role.**

Continued on next page

Switch Role, continued

Step 2 EAGLS displays the *Switch Role* screen.

The Switch Role screen provides the following options:

- Current Session Only - This option allows you to view information on the new role only for the current session.
- Default (Future Sessions Only) - This option allows you to initiate a new default role the next time you log into EAGLS.
- Both (Current and Future Sessions) - This option allows you to view information on a new role during the current session as well as allow you to initiate a new default role the next time you log into EAGLS.

Switch Role

Settings	
Current Role:	Please select a New Role:
Program Administrator	Account Holder

Current Session Only.
 Default (Future Session Only).
 Both (Current and Future Sessions).

-
- Step 2**
Action(s)
- **Select a role from the drop-down list.**
 - **Click on one of the following session options:**
 - **Current Session Only**
 - **Default**
 - **Both**
 - **Click on SUBMIT.**

Continued on next page

Switch Role, continued

Step 3 EAGLS displays *the Switch Role Confirmation* screen.

You have successfully switched roles.

Your User ID is : SELLEAGLS1

Your Current Role is : Program Coordinator

Your Default Role is : Program Administrator

Click OK to continue.

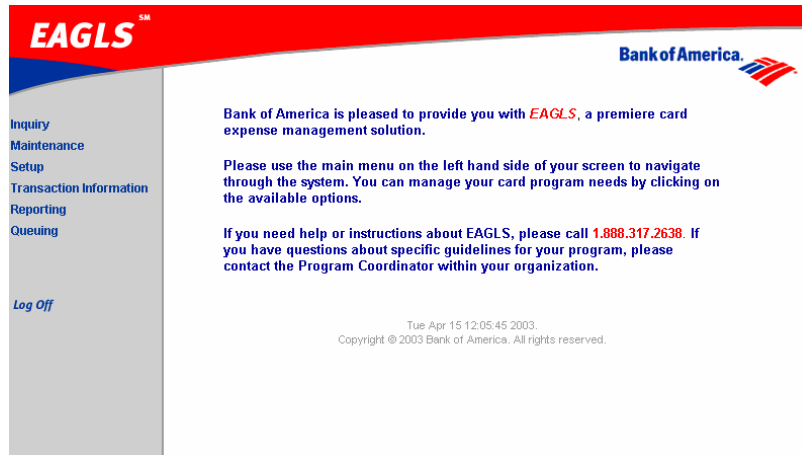
OK

Step 3 ➤ **Click OK.**
Action(s)

Continued on next page

Switch Role, continued

Step 4 EAGLS returns to the Main Menu.

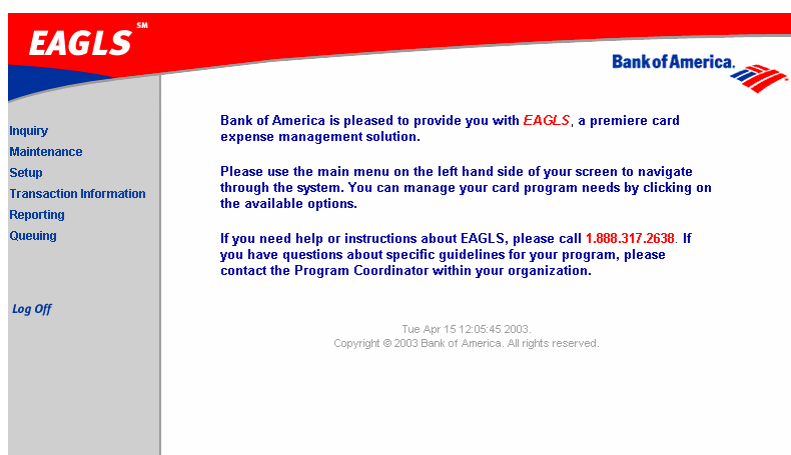


Switch Account

Step 1

Some of the EAGLS users within an organization may have more than one card account. For example, an EAGLS user may be the account holder on both a Commercial Card account and a Purchasing Card account.

The **Switch Account** function is used to switch access from the default account to the other account(s) assigned to a user.



Step 1 Action(s)

- From the EAGLS main menu,
- **Click on Session Preferences.**
 - **Click on Switch Account.**

Continued on next page

Switch Account, continued

Step 2 EAGLS displays the *Switch Account* screen.

The Switch Role provides the following options:

- Current Session Only - This option allows you to view information on the new account only for the current session.
- Default (Future Sessions Only) - This option allows you to initiate a new default account the next time you log into EAGLS.
- Both (Current and Future Sessions) - This option allows you to view information on a new account during the current session as well as allow you to initiate a new default account the next time you log into EAGLS.

Switch Account

Settings	
Current Account:	Please Select a New Account:
4715290003067621	4715290001569990 ▾

- Current Session Only.
 Default (Future Session Only).
 Both (Current and Future Sessions).

-
- Step 2**
Action(s)
- **Select an account from the drop-down list.**
 - **Click on one of the following session options:**
 - **Current Session Only**
 - **Default**
 - **Both**
 - **Click on SUBMIT.**

Continued on next page

Switch Account, continued

Step 3 EAGLS displays the *Switch Account Confirmation* screen.

You have successfully switched accounts.

Your User ID is : SELLEAGLS1

Your Current Account is : 4715290003067621

Your Default Account is : 4715290001569990

Click OK to continue.

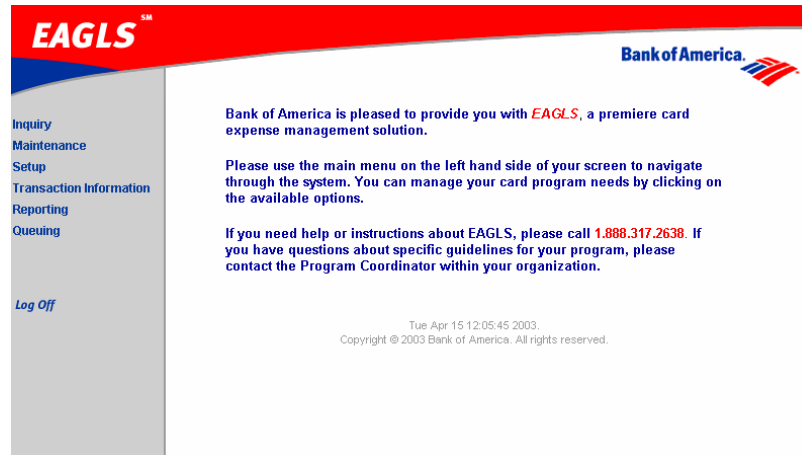
OK

Step 3 ➤ **Click OK.**
Action(s)

Continued on next page

Switch Account, continued

Step 4 EAGLS returns to the Main Menu.

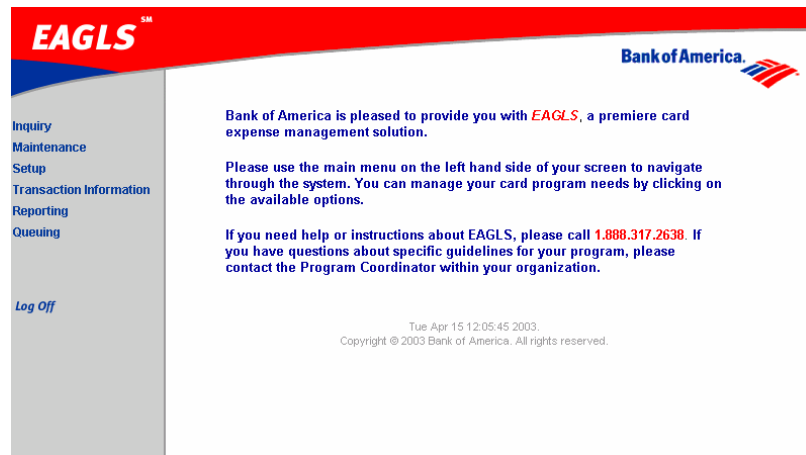


Switch Hierarchy

Step 1 Access to hierarchies is established when a user's profile is setup in EAGLS.

Some users may have access to *more than one* hierarchy within EAGLS. For example, a user may have access to accounts in the Accounting Department as well as accounts in the Finance Department.

The **Switch Hierarchy** function allows this user to access both hierarchies.



Step 1 From the EAGLS menu,
Action(s)

- **Click on Session Preferences.**
- **Click on Switch Hierarchy.**

Continued on next page

Switch Hierarchy, continued

Step 2 The *Switch Hierarchy* screen displays.

The Switch Hierarchy screen offers the following options:

- Current Session Only - this option allows you to view information on the new hierarchy for the current session.
- Default (Future Sessions Only) - This option allows you to initiate a new default hierarchy the next time you log into EAGLS.
- Both (Current and Future Sessions) - This option allows you to view information on a new hierarchy and the new role will default the next time you log into EAGLS.

Switch Hierarchy

Current Settings	Program Type: Corporate Purchase
5511095 - DEMO	
0000000 - No Description Supplied	
0000000 - No Description Supplied	
0000000 - No Description Supplied	
0000000 - No Description Supplied	
0000000 - No Description Supplied	
0000000 - No Description Supplied	
0000000 - No Description Supplied	
0000000 - No Description Supplied	

New Choices

Hierarchy	Program Type
<input checked="" type="radio"/> 5511095 - DEMO 0000003 - NORTH AMERICA 0030030 - SALES ACCOUNT 0000000 - No Description Supplied 0000000 - No Description Supplied 0000000 - No Description Supplied 0000000 - No Description Supplied	CORPORATE PURCHASE
<input type="radio"/> 5511095 - DEMO 0000000 - No Description Supplied 0000000 - No Description Supplied 0000000 - No Description Supplied 0000000 - No Description Supplied 0000000 - No Description Supplied 0000000 - No Description Supplied	CORPORATE PURCHASE
<input type="radio"/> 5511095 - DEMO 0000001 - NORTH AMERICA 0000002 - LEGAL ENTITIES 0000000 - No Description Supplied 0000000 - No Description Supplied 0000000 - No Description Supplied 0000000 - No Description Supplied	CORPORATE PURCHASE

- Current Session Only.
 Default (Future Session Only).
 Both (Current and Future Sessions).

Submit Reset Cancel

Continued on next page

Switch Hierarchy, continued

- Step 2**
Action(s)
- **Select a new hierarchy from the New Choices listing.**
 - **Click on one of the session options:**
 - **Current Session Only**
 - **Default**
 - **Both**
 - **Click on SUBMIT.**

Continued on next page

Switch Hierarchy, continued

Step 3 EAGLS displays the *Switch Hierarchy Confirmation* screen.

You have successfully switched hierarchies from:

Hierarchy	Program Type
5511095 - DEMO	Corporate Purchase
0000000 - No Description Supplied	
0000000 - No Description Supplied	
0000000 - No Description Supplied	
0000000 - No Description Supplied	
0000000 - No Description Supplied	
0000000 - No Description Supplied	
0000000 - No Description Supplied	

To:

Hierarchy	Program Type
5511095 - DEMO	Corporate Purchase
0000003 - NORTH AMERICA	
0030030 - SALES ACCOUNT	
0000000-No Description Supplied	
0000000-No Description Supplied	
0000000-No Description Supplied	
0000000-No Description Supplied	
0000000-No Description Supplied	

Click OK to continue.

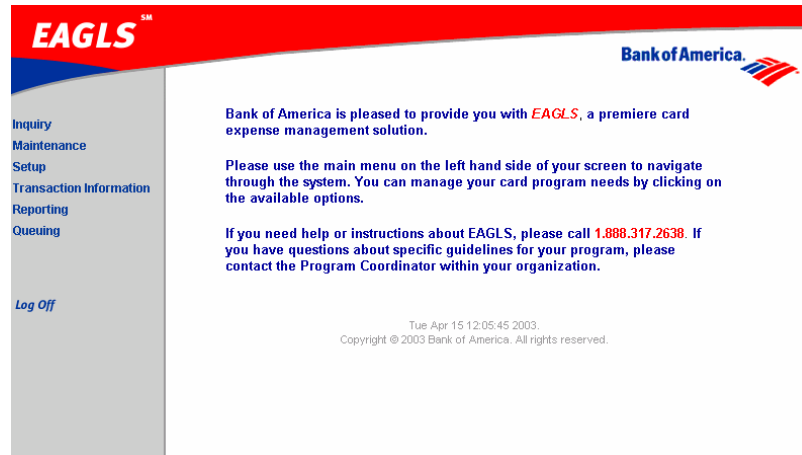


Step 3 ➤ **Click OK.**
Action(s)

Continued on next page

Switch Hierarchy, continued

Step 4 EAGLS returns to the Main Menu.



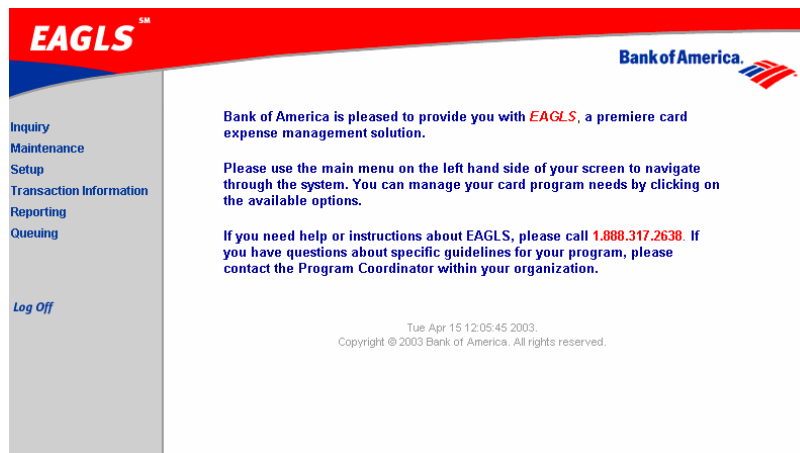
Replacement Card Request

Step 1

The Replacement Card Request procedure is used to replace a damaged or unusable card on an account.

In order to request a replacement card, the account must be a current, open, existing account with no past due conditions. The account cannot be expired. Only one replacement card request per day per individual account is allowed.

Note: Please do not use this procedure to replace a lost or stolen card. Follow existing procedures for handling lost/stolen cards.



Step 1

Action(s)

From the EAGLS menu:

- **Click on Maintenance.**
- **Click on Replacement Card Request.**

Continued on next page

Replacement Card Request, continued

- Step 2** EAGLS displays the *Account Search* screen.
This screen is used to search for the appropriate account.

Account Search

Search By Name/Hierarchy							
<input checked="" type="radio"/> Last Name				First Name			
<input type="text"/>				<input type="text"/>			
Program Type		CORPORATE PURCHASE		<input type="button" value="Browse"/>			
HL1	HL2	HL3	HL4	HL5	HL6	HL7	HL8
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Search By Account Number	
<input checked="" type="radio"/> Account Number	<input type="text"/>

-
- Step 2** On the Account Search screen:
Action(s)
- **Enter the account number.**
 - **Click on SUBMIT.**

Continued on next page

Replacement Card Request, continued

Step 3

EAGLS displays the *Replacement Card Request Maintenance* screen.

This screen is used to provide instructions for the replacement card, including delivery options and alternate delivery address information.

- The delivery options for the replacement card include: USPS (postal service), overnight and 2-day express. A delivery fee is charged on cards sent overnight and 2-day express.
- An alternate delivery address is required on an account with a P.O. Box (post office box) address when express delivery is selected. The alternate address may not be a P.O. Box.

Replacement Card Request Maintenance

Warning: DO not use this function to replace a card that has been lost or stolen. Call Bank Of America immediately.

Account Information / 4380-0200-0000-0291			
Account Name		Corporate Account Name	
SUE REED		ACME TRAVEL	
Address 1	2 COMMERCIAL PL		
Address 2	CEAGLS UAT VA62000401		
City	NORFOLK	State/Province	VA
Country	CA	Zip/Postal Code	23510
Phone	00000007576774445		

Hierarchy Information							
HL1	HL2	HL3	HL4	HL5	HL6	HL7	HL8
1000600	9999951	3000600	0000000	0000000	0000000	0000000	0000000
CEAGLS UAT 1	ASIA	MARKETING					

Replacement Card Delivery	
Please select a delivery method. You will have the option to have your card shipped to an address other than your billing address.	
Note: Request for Overnight service must be received by Bank of America by 2pm. EST. A fee for overnight or express delivery may apply. Overnight and 2 Day Express service not guaranteed for non-US addresses.	
<input type="text" value="US Mail"/>	
Would you like your cards shipped to alternate Address? <input type="text" value="No"/>	

If yes please enter the Alternate Shipping Information below. If you choose delivery by Overnight or 2 Day Express, phone number is required.

Alternate Shipping Address for Card			
Address 1	<input type="text"/>		
Address 2	<input type="text"/>		
City	<input type="text"/>	State/Province	<input type="text"/>
Country	<input type="text" value="Select a Country"/>	Zip/Postal Code	<input type="text"/>
Phone	<input type="text"/>		

Continued on next page

Replacement Card Request, continued

Step 3

Action(s)

In the Replacement Card Delivery section:

- **Select the delivery method from the drop down menu.**
- **Select YES or NO at the question: “Would you like your cards shipped to an alternate address?”**
 - **Select YES if the replacement card is to be delivered to an alternate address (an address other than the address on the account)**
- OR**
- **Select NO if the replacement card will be sent to the address currently on the account.**
- **If you selected YES for an Alternate Address, complete the Alternate Shipping Address Information Section of the page.**
- **Click on SUBMIT.**

Continued on next page

Replacement Card Request, continued

Step 4 The *Replacement Card Request Confirmation* screen displays.

Replacement Card Request

You have successfully submitted information for the following Individual Account:

Individual Account Information		
First Name/MI	Last Name	Account Number
SUE	REED	4388020000000291

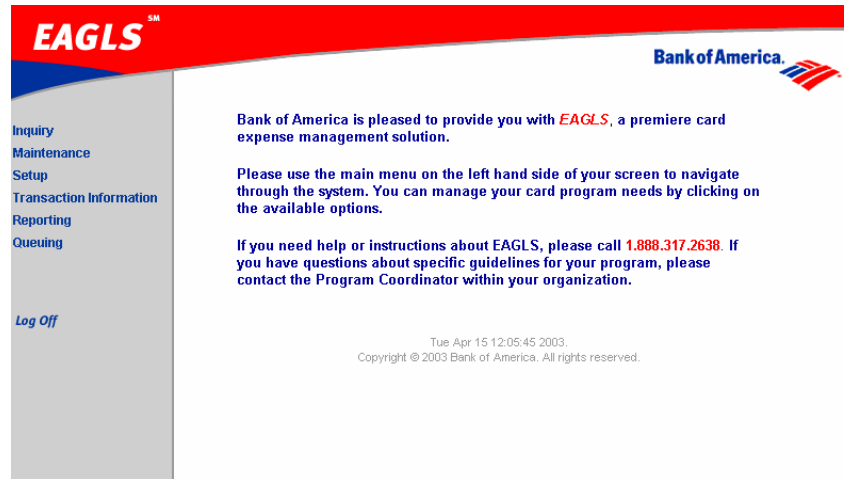
OK

Step 4 ➤ *Click OK.*
Action(s)

Continued on next page

Replacement Card Request, continued

Step 5 EAGLS displays the Main Menu.



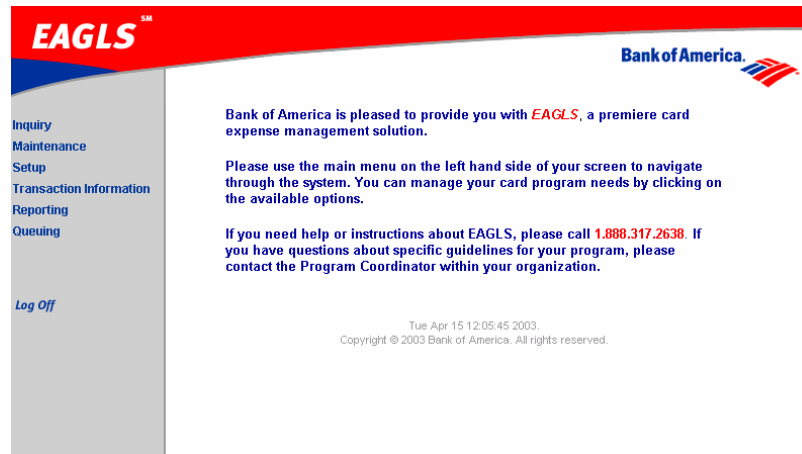
Change Credit Limit

Step 1

This procedure is used to change the credit limit on an individual account.

The credit limit cannot exceed \$99,999,999,999.

The requested credit limit cannot be greater than the credit limit on the associated Corporate Account.



Step 1

Action(s)

From the EAGLS main menu:

- **Click on Maintenance.**
- **Click on Change Credit Limit.**

Continued on next page

Change Credit Limit, continued

- Step 2** The *Account Search* screen displays.
This screen is used to search for the appropriate account.

Account Search

Search By Name/Hierarchy							
Last Name				First Name			
<input type="text"/>				<input type="text"/>			
Program Type				CORPORATE PURCHASE <input type="button" value="Browse"/>			
HL1	HL2	HL3	HL4	HL5	HL6	HL7	HL8
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Search By Account Number	
Account Number	<input type="text"/>

- Step 2** On the Account Search screen:
Action(s)
- **Enter the account number, or the name and hierarchy.**
 - **Click on SUBMIT.**

Continued on next page

Change Credit Limit, continued

Step 3

The *Credit Limit Maintenance* screen displays.

This screen is used to enter the new credit limit amount for the account.

Credit Limit Maintenance

Account Information 4715290000000096			
Account Name		Corporate Account Name	
JOHN SMITH		ACME PURCHASING	
Address 1	2 COMMERCIAL PL		
Address 2	CEAGLS UAT VA62000401		
City	NORFOLK	State/Province	VA
Country	US	Zip/Postal Code	23510
Phone			

Hierarchy Information							
HL1	HL2	HL3	HL4	HL5	HL6	HL7	HL8
1000600	9999949	3000600	0000000	0000000	0000000	0000000	0000000
CEAGLS UAT 1	NORTH AMERICA	MARKETING					

Credit Limit Information	
Existing Credit Limit	New Credit Limit
\$1000	\$ 0 , 0 , 0 .00

Finished **Reset** **Cancel**

Step 3

Action(s)

In the Credit Limit Information section

- **Enter the new credit limit amount.**
- **Click on FINISHED.**

Continued on next page

Change Credit Limit, continued

Step 4 The *Credit Limit Confirmation* screen displays.

Credit Limit Confirmation

You have successfully submitted information for the following Individual Account:

Individual Account Information		
First Name/MI	Last Name	Account Number
JOHN	SMITH	4715290000000096

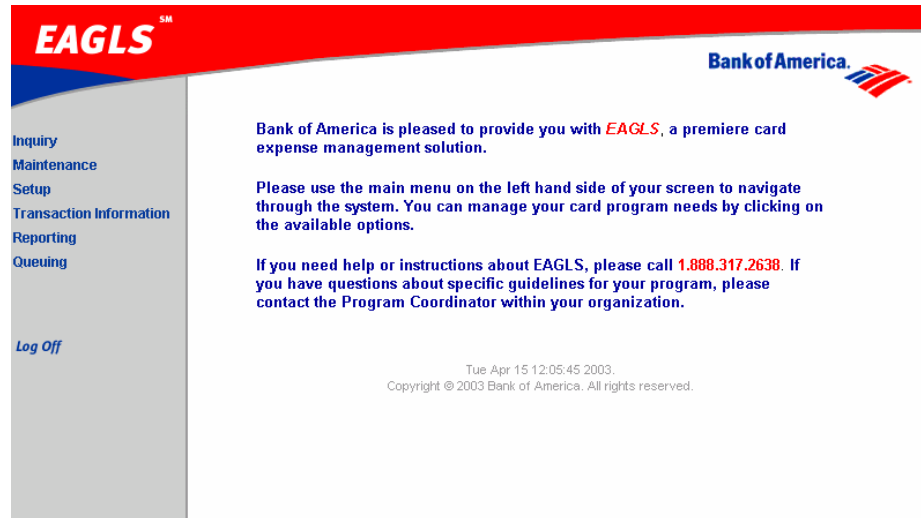
OK

Step 4 ➤ *Click OK.*
Action(s)

Continued on next page

Change Credit Limit, continued

Step 5 EAGLS displays the main menu.



Change Account Status

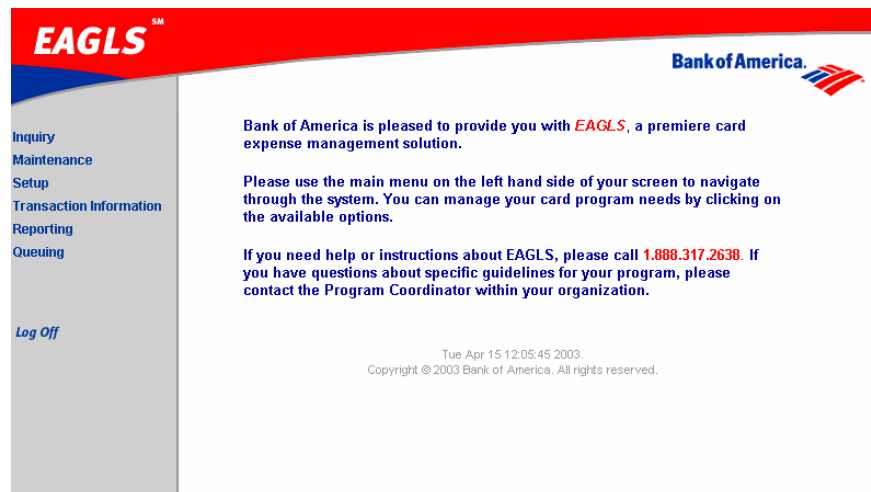
Step 1

The Change Account Status procedure is used to:

- Change the status of an “Open” account to “Voluntarily Closed”, and
- Change the status of a “Voluntarily Closed” account to “Open”.

Only the Account Holder and Delegated Administrator are authorized to **close** an account. Program Administrators, Program Coordinators and Supervisors are authorized to **re-open** voluntarily closed accounts.

Note: Please do not use this function to close an account when a card has been lost or stolen. Follow existing procedures for handling lost/stolen cards.



Step 1 Action(s)

From the EAGLS menu:

- **Click on Maintenance.**
- **Click on Change Account Status.**

Continued on next page

Change Account Status, continued

- Step 2** EAGLS displays the *Account Search* screen.
This screen is used to search for the appropriate account.

Account Search

Search By Name/Hierarchy							
Last Name				First Name			
<input type="text"/>				<input type="text"/>			
Program Type				CORPORATE PURCHASE <input type="button" value="Browse"/>			
HL1	HL2	HL3	HL4	HL5	HL6	HL7	HL8
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Search By Account Number	
Account Number	<input type="text"/>

-
- Step 2** On the Account Search screen:
Action(s)
- **Enter the account number, or name and hierarchy.**
 - **Click on SUBMIT.**

Continued on next page

Change Account Status, continued

Step 3

The *Change Account Status Maintenance* screen displays.

The current status of the account displays at the bottom of the screen. The user selects the new account status from the New Status drop down menu.

Change Account Status Maintenance

Warning: DO not use this function to close an account that has been lost or stolen. Call Bank Of America immediately.

Account Information / 4715-2900-0000-0088			
Account Name		Corporate Account Name	
JANE SMITH		ACME PURCHASING	
Address 1	2 COMMERCIAL PL		
Address 2	CEAGLS UAT VA62000401		
City	NORFOLK	State/Province	VA
Country	US	Zip/Postal Code	23510
Phone	00000007576774445		

Hierarchy Information							
HL1	HL2	HL3	HL4	HL5	HL6	HL7	HL8
1000600	9999949	3000500	0000000	0000000	0000000	0000000	0000000
CEAGLS UAT 1	NORTH AMERICA	OPERATIONS					

Status Information	
Current Status	New Status
OPEN	Select Account Status ▾

Submit **Reset** **Cancel**

Step 3

Action(s)

In the Status Information section:

- **Select the new status from the drop down menu.**
- **Click on SUBMIT.**

Continued on next page

Change Account Status, continued

Step 4 The *Change Account Status Confirmation* screen displays.

Change Account Status Confirmation

You have successfully submitted information for the following Individual Account:

Individual Account Information		
First Name/MI	Last Name	Account Number
JANE	SMITH	4715290000000088

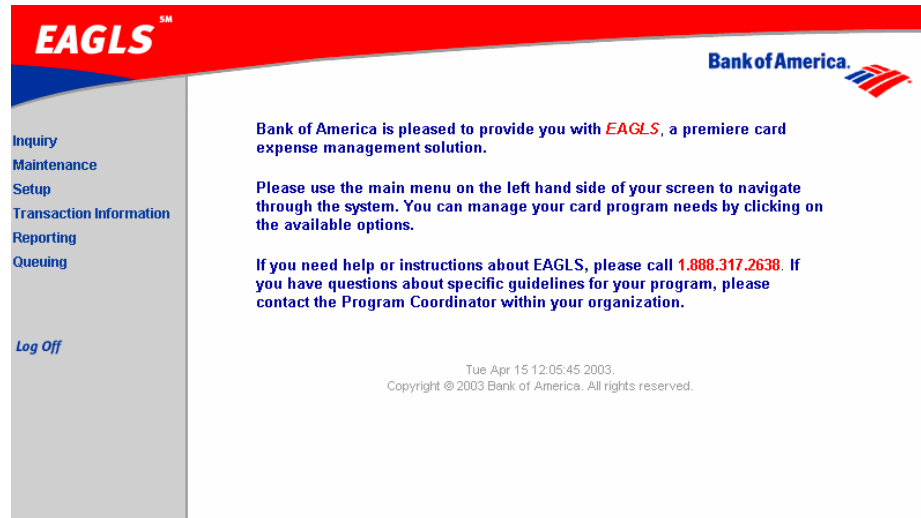
OK

Step 4 ➤ *Click on OK.*
Action(s)

Continued on next page

Change Account Status, continued

Step 5 EAGLS displays the main menu.



View Transaction Details

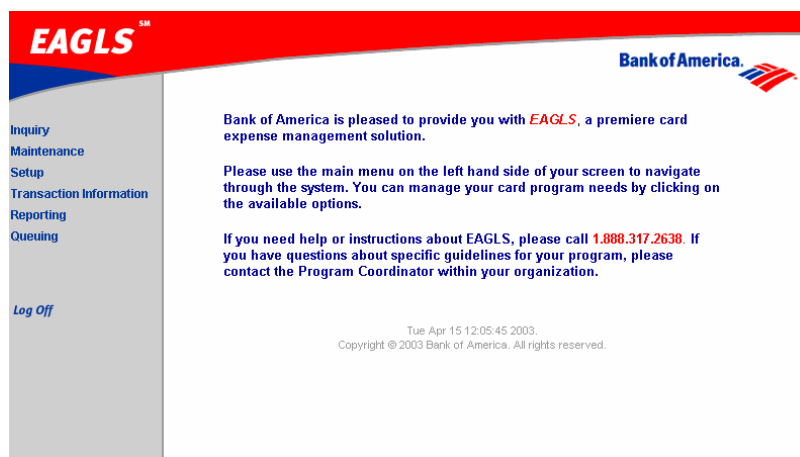
Step 1

The View Transaction Details procedure is used to review the details of individual card transactions that have posted to an account.

Transactions appear in chronological order by posting date (newest to oldest).

You may select either **current transactions** (those that have posted since the last statement) or transactions that posted on a **previous statement**.

This training illustrates how to view **current transaction** details.



Step 1 Action(s)

On the EAGLS Main Menu:

- **Click on Transaction Information.**
 - **Click on Individual Account Current Transactions.**
-

View Transaction Details, continued

- Step 2** EAGLS displays the *Account Search* screen.
This screen is used to search for the appropriate account.

Account Search

Search By Name/Hierarchy							
Last Name				First Name			
<input type="text"/>				<input type="text"/>			
Program Type				CORPORATE PURCHASE <input type="button" value="Browse"/>			
HL1	HL2	HL3	HL4	HL5	HL6	HL7	HL8
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Search By Account Number	
Account Number	<input type="text"/>

- Step 2** On the Account Search screen:
- Action(s)**
- **Enter the account number, or the name and hierarchy.**
 - **Click on SUBMIT.**

Continued on next page

View Transaction Details, continued

Step 3 EAGLS displays the Individual Account Current Transactions screen. This screen provides an account summary and also provides two hyperlinks at the bottom of the screen:

- Individual Account Activity, and
- Disputed Transaction Information.

Individual Account Current Transactions

Account Information	
4715290001569990 JANE JONES ACME CORP, INC	
Program Type	Total Credit Limit
PURCHASING	\$100.00

Account Balance Information	
Total Memo Activity (Do not pay)	\$5,618.62

[View Individual Account Current Activity](#)

[Disputed Transaction Information](#)



Step 3 ➤ **Click on View Individual Account Activity hyperlink.**
Action(s)

Continued on next page

View Transaction Details, continued

Step 4

The Individual Account Current Transaction Activity screen displays. This screen provides general information about each individual transaction.

There are four possible options that can be selected for any transaction:

- **REALLOCATE** - Allows the user to reallocate a transaction to another Cost Center or General Ledger Account.
- **DETAILS** - Provides specific details about a transaction.
- **DISPUTE** - Allows the user to dispute a transaction.
- **REQUEST SALES DRAFT** - Allows the user to request a copy of the sales draft for a transaction. .

Individual Account Current Transaction Activity

Account Number 4715290001569990 Name 1 JANE JONES Name 2 ACME CORP, INC

Please Note The number of reallocation assignments displayed on this screen is limited. Please click the Reallocate button to see a complete listing of reallocation assignments.

[Bottom of page](#)

Transaction Information		
Post Date - Trans Date	03/09/2003 - 03/09/2003	Status
Transaction Amount	\$276.03	Memo Requested Sales Draft
Description	AIR RENT-A-CAR 1 FREELAND MI 486230000 US	Reviewed: <input type="checkbox"/> Details Reallocate
Reallocation Date		
Cost Center Type	FINANCE	
Cost Center	00020300	
General Ledger	631000	
Allocation Amount	\$276.03	
Post Date - Trans Date	03/09/2003 - 03/09/2003	Status
Transaction Amount	\$702.97	Memo
Description	MARRIOTT HOTELS ASHMAN CT MIDLAND MI 486400000 US	Reviewed: <input type="checkbox"/> Details Reallocate Dispute Sales Draft
Reallocation Date		
Cost Center Type	ADMINISTRATIVE	
Cost Center	00002558	
General Ledger	631000	
Allocation Amount	\$702.97	

Step 4

Action(s)

- **Review each transaction.**
- **Click on the DETAILS button to obtain additional information.**

Continued on next page

View Transaction Details, continued

Step 5

EAGLS displays the Transaction Detail screen, which provides specific information about individual transactions.

There are four versions of this screen, depending upon the type of transaction being reviewed:

- Travel
- Lodging
- Car Rental
- Purchasing

Transaction Detail

Account Number 4715290001568990 Name 1 JANE JONES Name 2 ACME CORP, INC

Transaction Information			
Posting Date	Transaction Date	Description	Billing Amount
09-MAR-03	09-MAR-03	AVIS RENT-A-CAR 1 FIRELAND MI 498230000 US	\$276.03
Reference Number	Billing Account	Electronic Commerce	Transaction Code
1000000000020	4715290001564439		1001
Merchant Country Code	Source Currency Code	Source Amount	Billing Currency Code
US	040	\$276.03	040
Conversion Rate	Home Currency	Purchase Identifier	
1			


Car Rental Detail

Merchant Information		
Merchant Category Code	Merchant ID	Merchant VAT Number
3389	NYYNZZV1999	

Car Rental General Information	
Rental Agreement Number	Renter's Name
09433253	
Number of Days Rented	Check Out Date
0	05/13/1999
Return Location	Return City/State/Country
	F
No Show Indicator	
0	

Car Rental Detail	
Commodity Code	Corporate ID
Merchant Order Number	
Daily Rate	Weekly Rate
\$0	\$0
Regular Mileage Charge	Extra Mileage Charge
\$0	\$0
Fuel Charge	Insurance Charge
\$0	\$0
Late Charge	One Way Drop Off Charge
\$0	\$0
Telephone Charge	Towing Charges
\$0	\$0
Extra Charges	Other Charges
\$0	\$0
Market Specific Indicator	Customer VAT Number

Tax Information	
Local Tax Amount	Sales Tax Amount
\$0	\$0
Other Tax Amount	Total VAT Tax Amount
\$0	\$0

 Tue Apr 29 17:23:38 2003
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Continued on next page

View Transaction Details, continued

- Step 5**
- Action(s)**
- *Review the details presented.*
 - *Click on OK.*

Continued on next page

View Transaction Details, continued

Step 6 EAGLS returns to the Individual Account Current Transactions Activity screen.

Individual Account Current Transaction Activity

Account Number 4715290001569990 Name 1 JANE JONES Name 2 ACME CORP, INC

'Please Note' The number of reallocation assignments displayed on this screen is limited. Please click the Reallocate button to see a complete listing of reallocation assignments.

[Bottom of page](#)

Transaction Information		
Post Date - Trans Date	03/09/2003 - 03/08/2003	Status
Transaction Amount	\$276.03 Memo	Requested Sales Draft
Description	AVIS RENT-A-CAR 1 FREELAND MI 486230000 US	Reviewed: <input type="checkbox"/> Details Reallocate
Reallocation Date		
Cost Center Type	FINANCE	
Cost Center	00020308	
General Ledger	631000	
Allocation Amount	\$276.03	
Post Date - Trans Date	03/09/2003 - 03/08/2003	Status
Transaction Amount	\$702.97 Memo	
Description	MARRIOTT HOTELS ASHMAN CT MIDLAND MI 486400000 US	Reviewed: <input type="checkbox"/> Details Reallocate Dispute Sales Draft
Reallocation Date		
Cost Center Type	ADMINISTRATIVE	
Cost Center	00002558	
General Ledger	631000	
Allocation Amount	\$702.97	

Step 6 Action(s) ➤ **Click on the REVIEWED check box to indicate an individual transaction is a valid, undisputed item.**

OR

- **Click on the REVIEWED ALL check box to indicate all transactions are valid, undisputed items.**
- **Click on OK.**

Continued on next page

View Transaction Details, continued

Step 7 The Individual Account Current Transactions screen displays.

Individual Account Current Transactions

Account Information	
4715290001569990 JANE JONES ACME CORP, INC	
Program Type	Total Credit Limit
PURCHASING	\$100.00

Account Balance Information	
Total Memo Activity (Do not pay)	\$5,618.62

[View Individual Account Current Activity](#)

[Disputed Transaction Information](#)

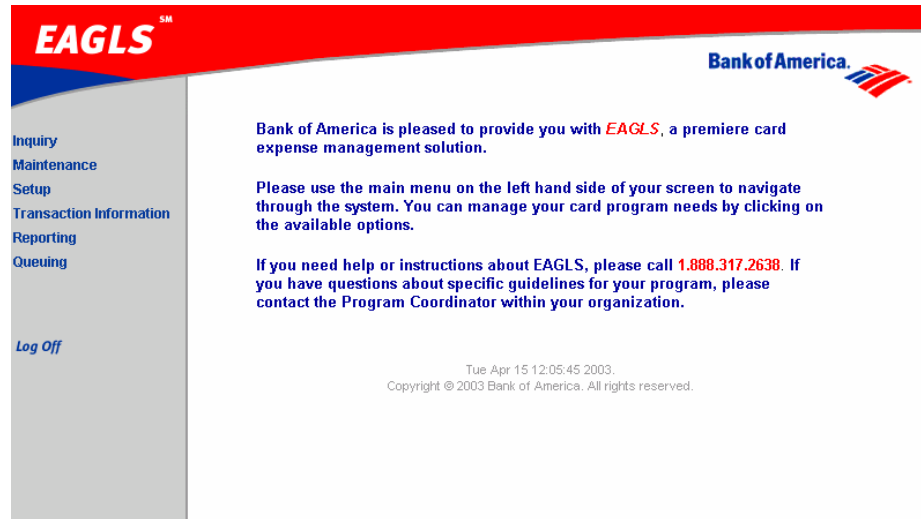


Step 7 ➤ **Click OK.**
Action(s)

Continued on next page

View Transaction Details, continued

Step 8 EAGLS displays the main menu.



Transaction Reallocation

Introduction The Transaction Reallocation procedure consists of two sections:

- Transaction Reallocation
- Transaction Reallocation - Browse Functionality

The first section, Transaction Reallocation, teaches how to reallocate a transaction when the **user knows** the Cost Center and the General Ledger Account to which a transaction is to be reallocated.

The second section, Browse Functionality, teaches how to reallocate a transaction when the **user does not know** the Cost Center and the General Ledger Account to which a transaction is to be allocated.

Overview Each transaction made on a Corporate Card account is assigned to the cardholder's default Cost Center Type, Cost Center, and/or General Ledger Account.

The Transaction Reallocation procedure is used when Corporate Card transactions are to be charged to one or more other Cost Center(s) and/or General Ledger account(s). Refer to your internal policies to determine when to use the reallocation procedure.

Transaction Reallocation, continued

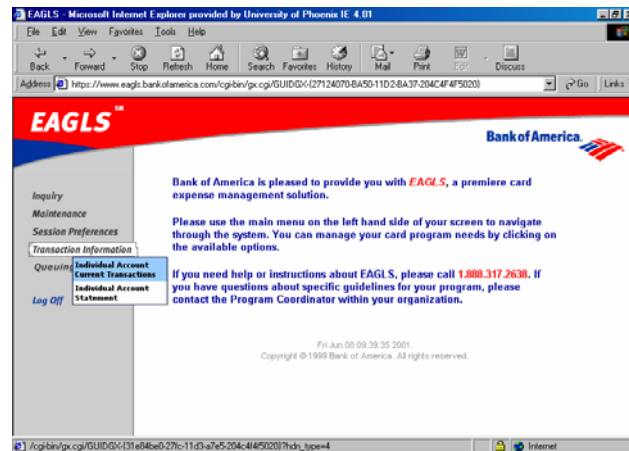
Step 1

The Transaction Reallocation process begins on the EAGLS Main Menu screen.

On this screen, select the type of account and/or statement you wish to review and reallocate. Reallocation can be performed from any of the following four sub-menu options:

- Central Account Statement
- Individual Account Statement
- Central Account Current Transactions
- Individual Account Current Transactions

Note: This training illustrates the procedure using the Individual Account Statement option.



Step 1 Action(s)

- **On the EAGLS Main Menu, click on Transaction Information.**
- **From the sub-menu, select Individual Account Statement.**

Continued on next page

Transaction Reallocation, continued

Step 2

EAGLS displays the **Account Search** screen.

The Account Search screen is used to search for an account by either the account number, or by name and hierarchy.

Account Search

Search By Name/Hierarchy

☐ Last Name		☐ First Name					
☐		☐					
Program Type		CORPORATE PURCHASE <input type="button" value="Browse"/>					
HL1	HL2	HL3	HL4	HL5	HL6	HL7	HL8
☐	☐	☐	☐	☐	☐	☐	☐

Search By Account Number

☐ Account Number	☐
------------------	---

Step 2

Action(s)

- **Enter either the account number OR the name and hierarchy.**
- **Click on SUBMIT.**

Continued on next page

Transaction Reallocation, continued

Step 3 EAGLS presents the **Individual Account Statement** screen for the desired account.

Note: If one of the other options was selected in Step 1, the appropriate screen will display instead:

- Central Account Statement.
- Central Account Current Transactions
- Individual Account Current Transactions

The Individual Account Statement screen provides a **summary** of the activity on the account. A hyperlink is presented at the bottom of the screen. This hyperlink provides the individual details of the activity on the account.

Individual Account Statement 03/08/2003 ▾

Account Information	
4715290001569990 JANE JONES ACME CORP, INC 3219 CHURCH STREET CHARLOTTE, NC 328192104 United States	
Program Type	
CORPORATE PURCHASE	

Account Summary Information		
Total Credit Limit	Billing Date	Total Memo Activity (Do not pay)
\$15,000.00	03/08/2003	\$7,585.56

[View Individual Account Activity](#) [Disputed Transaction Information](#)

OK

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Step 3 ➤ **Click on View Individual Account Activity hyperlink.**
Action(s)

Continued on next page

Transaction Reallocation, continued

Step 4 EAGLS displays the *Individual Account Transaction Activity* screen.

This screen details the activity on the account, with the most recent transactions at the top.

Review each transaction to determine if the default Cost Center and General Ledger account for each transaction are correct. If not, the transaction requires reallocation.

Note: If you have Expense Reporting (EXPRES), the REALLOCATE button will not display since reallocation is performed through the Expense Reporting application.

Individual Account Transaction Activity

Account Number 4715290003067621 Name 1 JANE JONES Name 2 ACME CORP PLASTICS

Please Note The number of reallocation assignments displayed on this screen is limited. Please click the Reallocate button to see a complete listing of reallocation assignments.

[Bottom of page](#)

Transaction Information		
Post Date - Trans Date	02/09/2003 - 02/05/2003	Status
Transaction Amount	\$353.56 Memo	
Description	BOISE CASCADE OFFC PRD 18002647370 IL 601430000 US	Reviewed: <input type="checkbox"/> Details Reallocate Dispute Sales Draft
Reallocation Date		
Cost Center Type	ADMINISTRATIVE	
Cost Center	00002558	
General Ledger	631000	
Allocation Amount	\$353.56	
Post Date - Trans Date	02/14/2003 - 02/13/2003	Status
Transaction Amount	\$69.87 Memo	
Description	LUFTHAVNS PARKERINGEN APS KASTRUP 000000000 DK	Reviewed: <input type="checkbox"/> Details Reallocate Dispute Sales Draft
Reallocation Date		

- Step 4**
- Action(s)**
- *Review each transaction to identify which transactions are to be reallocated.*
 - *Click on REALLOCATE to the right of the desired transaction.*

Continued on next page

Transaction Reallocation, continued

Step 5

EAGLS displays the **Reallocate Transaction** screen.

This screen is used to reallocate a transaction to another Cost Center and General Ledger (G/L) account.

The total amount of the transaction must be reallocated.

In some cases, a transaction is reallocated to **more than one** other cost Center or G/L account.

To reallocate a portion of a transaction to another Cost Center and/or G/L Account, click on the NEW LINE button. The New Line button presents a second set of fields which are used to enter the information for a second Cost Center and G/L Account.

Reallocate Transaction

Account Number Name 1 Name 2
 4715290001569990 JANE JONES ACME CORP, INC

Default Allocation Information		
Default Cost Center Type		Amount
FINANCE		\$276.03
Default Cost Center		
00020308		
Default G/L Account		
631000		
Allocation Information		
Delete	Cost Center Type	Amount
<input type="checkbox"/>	FINANCE	\$276.03
	Cost Center	Description
	00020308 Browse	DEFAULT ALLOCATION
	G/L Account	
	631000 Browse	
Client Defined 1		0
Client Defined 2		0
Client Defined 3		0
Client Defined 4		0
Client Defined 5		0
Total		\$276.03 New Line
Transaction Amount		\$276.03

[Submit](#) [Cancel](#)

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Continued on next page

Transaction Reallocation, continued

Step 5 (Action(s))

Important Note: *If either the Cost Center or the G/L Account is unknown, please refer to the Browse Functionality procedure.*

To reallocate a transaction to a known Cost Center and G/L Account:

- **Select the Cost Center Type from the drop down menu.**
- **Enter the new Cost Center.**
- **Enter the new G/L account.**
- **Enter the amount of the reallocation.**

Note: If the amount entered is different from the amount of the transaction, use the NEW LINE steps outlined below to reallocate the remainder of the transaction.

- **Enter the reallocation description.**
-

To reallocate a transaction to **more than one** Cost Center or G/L account:

- **Click on NEW LINE.**
 - **Enter the appropriate date in the following fields: Cost Center Type, Cost Center, G/L Account, the amount to be reallocated, and the reallocation description.**
 - **Repeat until the entire transaction has been reallocated.**
-

When the entire amount of the transaction has been reallocated:

- **Click on SUBMIT.**
-

Continued on next page

Transaction Reallocation, continued

Step 6 The Reallocate Transactions Confirmation screen displays.

Reallocate Transactions Confirmation

You have successfully reallocated the transaction.



Step 6 ➤ **Click OK.**
Action(s)

Continued on next page

Transaction Reallocation, continued

Step 7 EAGLS returns to the Individual Account Transaction Activity screen.
 The transaction reallocation is now complete.
 Once the transaction has been reallocated, indicate that the transaction has been reviewed by clicking on the REVIEWED check box.

Individual Account Transaction Activity

Account Number 4715290003067621
Name 1 JANE JONES
Name 2 ACME CORP PLASTICS

Please Note The number of reallocation assignments displayed on this screen is limited. Please click the Reallocate button to see a complete listing of reallocation assignments.

[Bottom of page](#)

Transaction Information		
Post Date - Trans Date	02/09/2003 - 02/05/2003	Status
Transaction Amount	\$353.56 Memo	
Description	BOISE CASCADE OFFC PRD 18002647370 IL 601430000 US	Reviewed: <input type="checkbox"/> Details Reallocate Dispute Sales Draft
Reallocation Date		
Cost Center Type	ADMINISTRATIVE	
Cost Center	00002558	
General Ledger	631000	
Allocation Amount	\$353.56	
Post Date - Trans Date	02/14/2003 - 02/13/2003	Status
Transaction Amount	\$69.87 Memo	
Description	LUFTHAVNS PARKERINGEN APS KASTRUP 0000000000 DK	Reviewed: <input type="checkbox"/> Details Reallocate Dispute Sales Draft
Reallocation Date		

Step 7 Action(s) ➤ **Click in the REVIEWED check box next to the reallocated transaction.**

Continued on next page

Transaction Reallocation, continued

Step 8

Continue to review transactions and identify those which require reallocation.

To reallocate additional transactions, scroll to the appropriate transaction and click on the REALLOCATE button.

Individual Account Transaction Activity

Account Number Name 1 Name 2
4715290003067621 JANE JONES ACME CORP PLASTICS

Please Note The number of reallocation assignments displayed on this screen is limited. Please click the Reallocate button to see a complete listing of reallocation assignments.

[Bottom of page](#)

Transaction Information		
Post Date - Trans Date	02/09/2003 - 02/05/2003	Status
Transaction Amount	\$353.56 Memo	
Description	BOISE CASCADE OFFC PRD 18002647370 IL 601430000 US	Reviewed: <input type="checkbox"/> Details Reallocate Dispute Sales Draft
Reallocation Date		
Cost Center Type	ADMINISTRATIVE	
Cost Center	00002558	
General Ledger	631000	
Allocation Amount	\$353.56	
Post Date - Trans Date	02/14/2003 - 02/13/2003	Status
Transaction Amount	\$69.87 Memo	
Description	LUFTHAVNS PARKERINGEN APS KASTRUP 000000000 DK	Reviewed: <input type="checkbox"/> Details Reallocate Dispute Sales Draft
Reallocation Date		

Step 8 Action

When all transactions have been reallocated:

➤ **Click OK.**

EAGLS returns to the Individual Account Statement screen.

➤ **Click OK.**

EAGLS returns to the EAGLS Main Menu.

The Transaction Reallocation process is now complete.

Transaction Reallocation - Browse Functionality

Overview Browse Functionality is used when the cardholder does not know the Cost Center and / or the General Ledger (G/L) Account to which a transaction is to be reallocated.

The Browse function allows the user to enter a description **or** a partial account number; EAGLS then browses, or searches, the database for the correct Cost Center or G/L Account.

Note: Please review the Transaction Reallocation procedure in detail prior to reviewing the Browse Functionality procedure presented here.

Steps 1-4 Refer to Steps 1-4 of the Transaction Reallocation Procedure.
Steps 1-4 of the Browse Functionality are identical to Steps 1-4 of the Transaction Reallocation procedure.

- Step 1 -4 Action(s)**
- ***On the Main Menu, click on Transaction Information.***
 - ***From the sub-menu, select Individual Account Statement.***
 - ***On the Account Search screen, enter either the account number OR the name and hierarchy and click on SUBMIT.***
 - ***On the Individual Account Transaction Activity screen, click on View Individual Account Activity hyperlink.***
 - ***Review each transaction to identify which transactions are to be reallocated.***
 - ***Click on REALLOCATE to the right of the desired transaction.***
-

Continued on next page

Transaction Reallocation - Browse Functionality, continued

Step 5

EAGLS displays the Reallocation Transaction screen.

On this screen, the user enters the Cost Center and General Ledger information for the reallocation, if they are known.

However, if this information is **not known**, the user must browse, or search, the EAGLS database for the correct information.

The Browse functionality is available for two entries: the Cost Center and the General Ledger account. The user may select either function, or both.

Reallocate Transaction

Account Number: 4715290001569990 Name 1: JANE JONES Name 2: ACME CORP, INC

Default Allocation Information	
Default Cost Center Type	Amount
FINANCE	\$276.03
Default Cost Center	
00020308	
Default GL Account	
631000	

Allocation Information	
Delete	Cost Center Type Amount
<input type="checkbox"/>	FINANCE \$276.03
	Cost Center Description
	00020308 DEFAULT ALLOCATION
	GL Account Description
	631000
Client Defined 1	0
Client Defined 2	0
Client Defined 3	0
Client Defined 4	0
Client Defined 5	0
Total	\$276.03 New Line
Transaction Amount	\$276.03

Submit **Cancel**

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Step 5

To search for a Cost Center account:

Action(s)

➤ **Click the BROWSE button next to the Cost Center field.**

Continued on next page

Transaction Reallocation - Browse Functionality, continued

Step 6

The Cost Center Browse screen displays. This screen presents two search methods:

- Browse by the Cost Center Number, or
- Browse by Cost Center Description.

Cost Center Browse

Account Name:
Account Number: 4715290001564439

Search Cost Center	
<input checked="" type="radio"/> Cost Center Number	<input type="text"/>
<input type="radio"/> Cost Center Description	<input type="text"/>

Step 6

Action(s)

- **Click on the radio button next to the desired search method.**
- **If the Cost Center Number field is selected:**
 - **Enter the first three characters of the cost center, OR**
 - **Enter three (3) percentage symbols (%%%) to initiate a search.**
- **If the Cost Center Description field button is selected, enter the Cost Center Description**
- **Click on SEARCH.**

Continued on next page

Transaction Reallocation - Browse Functionality, continued

Step 7

The Cost Center Search Results screen displays, which may present more than one possible option.

Review the options presented and identify the correct Cost Center entry.

Cost Center Search Results

Search Criteria:

Account Name:

Account Number: 4715290001564439

Cost Center Code	Cost Center Description
00000203	CULTURAL SERVICES
00001242	INFORMATION SYSTEMS
00002558	BUSINESS AND FINANCE
00008884	HUMAN RESOURCES
00020309	ENVIRONMENTAL HEALTH
123	

1

Cancel

Step 7

➤ **Click on the desired Cost Center.**

Actions(s)

Continued on next page

Transaction Reallocation - Browse Functionality, continued

Step 8 EAGLS returns to the Reallocate Transaction screen with the new Cost Center populated.

Reallocate Transaction

Account Number: 4715290001589990 Name 1: JANE JONES Name 2: ACME CORP, INC

Default Allocation Information		
Default Cost Center Type		Amount
FINANCE		\$276.03
Default Cost Center		
00020308		
Default GL Account		
631000		
Allocation Information		
Delete	Cost Center Type	Amount
<input type="checkbox"/>	FINANCE	\$276.03
	Cost Center	Description
	00020308 Browse	DEFAULT ALLOCATION
	GL Account	
	631000 Browse	
	Client Defined 1	0
	Client Defined 2	0
	Client Defined 3	0
	Client Defined 4	0
	Client Defined 5	0
Delete	Cost Center Type	Amount
<input type="checkbox"/>	ADMINISTRATIVE	\$0.0
	Cost Center	Description
	00000203 Browse	
	GL Account	
	Browse	
	Client Defined 1	
	Client Defined 2	
	Client Defined 3	
	Client Defined 4	
	Client Defined 5	
Total		\$276.03 New Line
Transaction Amount		\$276.03

Submit **Cancel**

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Step 8 To search for a General Ledger (G/L) account:
Actions(s) ➤ **Click the BROWSE button next to the G/L account field.**

Continued on next page

Transaction Reallocation - Browse Functionality, continued

Step 9

The General Ledger Account Search screen displays.

This screen presents two search methods:

- Browse by the GL Account Number, or
- Browse by Description.

General Ledger Account Search

Account Name:
Account Number: 4715290001564439

Search For General Ledger Account	
<input checked="" type="radio"/> GL Account Number	<input type="text"/>
<input type="radio"/> GL Account Description	<input type="text"/>

Step 9

Action(s)

- **Click on the radio button next to the desired search method.**
- **If the G/L Account Number field is selected:**
 - **Enter the first three characters of the G/L Account OR**
 - **Enter three (3) percentage symbols (%%%) to initiate a search.**
- **If the G/L Description field button is selected, enter the G/L Description.**
- **Click on SEARCH.**

Continued on next page

Transaction Reallocation - Browse Functionality, continued

Step 10 The General Ledger Search Results screen displays, which may present more than one possible option.

Review the options presented and identify the correct G/L entry.

GL Account Search Results

Search Criteria:

Account Name:

Account Number: 4715290001564439

GL Account Number	GL Account Description
00000001	Air Travel (AIR)
00000002	Car Rental (CAR)
00000003	Car Maintenance (CARMA)
00000006	Personal Car Mileage (MLG)
00000007	Parking (PAR)
00000009	Ground Transportation (GRN)
00000010	Tolls (TLL)
00000011	Lodging (HTL)
00000012	Breakfast (BRK)
00000014	Dinner (DIN)
00000016	Telephone (PHO)
00000017	Laundry (LAU)
00000018	Baggage Valet Tips (TIP)

Step 10 ➤ **Click on the desired G/L Account.**
Action(s)

Continued on next page

Transaction Reallocation - Browse Functionality, continued

Step 11 EAGLS returns to the Reallocate Transaction screen with the new General Ledger account number populated.

Reallocate Transaction

Account Number: 4715290001559990 Name 1: JANE JONES Name 2: ACME CORP, INC

Default Allocation Information		
Default Cost Center Type		Amount
FINANCE		\$276.03
Default Cost Center		
00020308		
Default GL Account		
631000		

Allocation Information		
Delete	Cost Center Type	Amount
<input type="checkbox"/>	FINANCE	\$276.03
	Cost Center	Description
	00020308	DEFAULT ALLOCATION
	GL Account	
	631000	
Client Defined 1		0
Client Defined 2		0
Client Defined 3		0
Client Defined 4		0
Client Defined 5		0
Delete	Cost Center Type	Amount
<input type="checkbox"/>	ADMINISTRATIVE	\$0.00
	Cost Center	Description
	00000203	
	GL Account	
	00000001	
Client Defined 1		
Client Defined 2		
Client Defined 3		
Client Defined 4		
Client Defined 5		
Total		\$276.03
Transaction Amount		\$276.03

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Step 11 Action(s) ➤ **Click on SUBMIT.**

Continued on next page

Transaction Reallocation - Browse Functionality, continued

Step 12 The Reallocate Transactions Confirmation screen displays.

Reallocate Transactions Confirmation

You have successfully reallocated the transaction.



Step 12 ➤ **Click OK.**
Action(s)

Continued on next page

Transaction Reallocation - Browse Functionality, continued

Step 13 EAGLS returns to the Individual Account Transaction Activity screen.
The transaction reallocation is now complete.
Once the transaction has been reallocated, indicate that the transaction has been reviewed by clicking on the REVIEWED check box.

Individual Account Transaction Activity

Account Number 4715290003067821 Name 1 JANE JONES Name 2 ACME CORP PLASTICS

Please Note The number of reallocation assignments displayed on this screen is limited. Please click the Reallocate button to see a complete listing of reallocation assignments.

[Bottom of page](#)

Transaction Information		
Post Date - Trans Date	02/09/2003 - 02/05/2003	Status
Transaction Amount	\$353.56 Memo	
Description	BOISE CASCADE OFFC PRD 18002647370 IL 601430000 US	Reviewed: <input type="checkbox"/> Details Reallocate Dispute Sales Draft
Reallocation Date		
Cost Center Type	ADMINISTRATIVE	
Cost Center	00002558	
General Ledger	631000	
Allocation Amount	\$353.56	
Post Date - Trans Date	02/14/2003 - 02/13/2003	Status
Transaction Amount	\$69.87 Memo	
Description	LUFTHAVNS PARKERINGEN APS KASTRUP 000000000 DK	Reviewed: <input type="checkbox"/> Details Reallocate Dispute Sales Draft
Reallocation Date		

Step 13 ➤ **Click on the Reviewed check box next to the reallocated**
Action(s) **transaction.**

Continued on next page

Transaction Reallocation - Browse Functionality, continued

Step 14 To reallocate additional transactions, scroll to the appropriate transaction to begin the Reallocation process again.

Individual Account Transaction Activity

Account Number Name 1 Name 2
4715290003067621 JANE JONES ACME CORP PLASTICS

Please Note The number of reallocation assignments displayed on this screen is limited. Please click the Reallocate button to see a complete listing of reallocation assignments.

[Bottom of page](#)

Transaction Information		
Post Date - Trans Date	02/09/2003 - 02/05/2003	Status
Transaction Amount	\$353.56 Memo	
Description	BOISE CASCADE OFFC PRD 18002847370 IL 601430000 US	Reviewed: <input type="checkbox"/> Details Reallocate Dispute Sales Draft
Reallocation Date		
Cost Center Type	ADMINISTRATIVE	
Cost Center	00002558	
General Ledger	631000	
Allocation Amount	\$353.58	
Post Date - Trans Date	02/14/2003 - 02/13/2003	Status
Transaction Amount	\$69.87 Memo	
Description	LUFTHAVNS PARKERINGEN APS KASTRUP 000000000 DK	Reviewed: <input type="checkbox"/> Details Reallocate Dispute Sales Draft
Reallocation Date		

Step 14 When all transactions have been reallocated:

Action(s)

➤ **Click OK.**

EAGLS returns to the Individual Account Statement screen.

➤ **Click OK.**

EAGLS returns to the EAGLS Main Menu.

Dispute a Transaction

Overview The Dispute Transaction procedure is used by the Account Holder to initiate a dispute on a transaction.

Disputes may be submitted through EAGLS within 60 days of the statement date.

A transaction cannot be disputed more than once through EAGLS.

If a sales draft has been requested for a specific transaction, the transaction cannot be disputed through EAGLS; the dispute must be handled through company level support.

Note: Only the Cardholder may initiate a dispute on a transaction.

Continued on next page

Dispute a Transaction, continued

Step 1

Disputes **can** be performed from the:

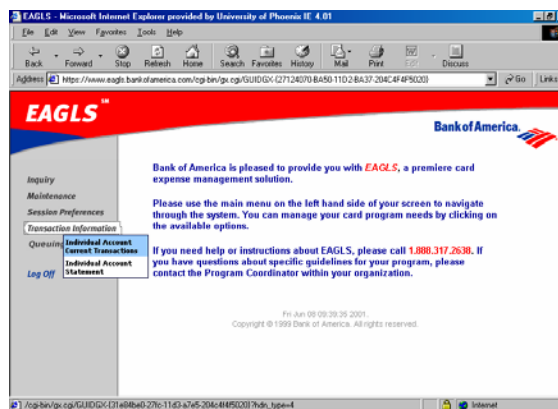
- Individual Account Statement
- Individual Account Current Transactions screen

Disputes **cannot** be performed from:

- The Central Account Statement or
 - The Central Account Current Transactions screen.
-

Step 1 Action(s)

- ***On the Main Menu, click on Transaction Information.***
- ***From the sub-menu, select Individual Account Statement OR Individual Account Current Transactions.***



Continued on next page

Dispute a Transaction, continued

Step 2

EAGLS displays the Individual Account Current Transactions Screen **OR** the Individual Account Statement screen.

Notice that the Individual Account Statement screen provides a drop down menu. Use this menu to select the statement on which the disputed transaction(s) appear(s).

Individual Account Current Transactions

Account Information	
4715290001569990 JANE JONES ACME CORP, INC	
Program Type	Total Credit Limit
PURCHASING	\$100.00

Account Balance Information	
Total Memo Activity (Do not pay)	\$5,618.62

[View Individual Account Current Activity](#)

[Disputed Transaction Information](#)

OK

Individual Account Statement

03/08/2003

Account Information	
4715290001569990 JANE JONES ACME CORP, INC 3219 CHURCH STREET CHARLOTTE, NC 328192104 United States	
Program Type	CORPORATE PURCHASE

Account Summary Information		
Total Credit Limit	Billing Date	Total Memo Activity (Do not pay)
\$15,000.00	03/08/2003	\$7,585.56

[View Individual Account Activity](#)

[Disputed Transaction Information](#)

OK

Tue Apr 15 19:13:37 2003.
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Continued on next page

Dispute a Transaction, continued

Step 2

Action(s)

On the Individual Account Statement screen:

- **Select the appropriate Statement Date.**
- **Click on View Individual Account Activity.**

On the Individual Account Current Transactions screen:

- **Click on View Individual Account Current Activity.**

Continued on next page

Dispute a Transaction, continued

Step 3

EAGLS displays the appropriate screen, either:

- Individual Account Transaction Activity screen

OR

- Individual Account **Current** Transaction Activity screen.

Individual Account Transaction Activity

Account Number Name 1 Name 2
4715290003067621 JANE JONES ACME CORP PLASTICS

Please Note The number of reallocation assignments displayed on this screen is limited. Please click the Reallocate button to see a complete listing of reallocation assignments.

[Bottom of page](#)

Transaction Information		
Post Date - Trans Date	02/09/2003 - 02/05/2003	Status
Transaction Amount	\$353.56 Memo	
Description	BOISE CASCADE OFFC PRD 18002647370 IL 601430000 US	Reviewed: <input type="checkbox"/> Details Reallocate Dispute Sales Draft
Reallocation Date		
Cost Center Type	ADMINISTRATIVE	
Cost Center	00002558	
General Ledger	631000	
Allocation Amount	\$353.56	
Post Date - Trans Date	02/14/2003 - 02/13/2003	Status
Transaction Amount	\$69.87 Memo	
Description	LUFTHAVNS PARKERINGEN APS KASTRUP 000000000 DK	Reviewed: <input type="checkbox"/> Details Reallocate Dispute Sales Draft
Reallocation Date		

Step 3 Action(s)

On the Individual Account (Current) Transaction Activity Screen:

- **Scroll through transactions using scroll bars and NEXT button.**
- **Locate the transaction to be disputed.**
- **Click on the "Dispute" button.**
- **Click OK.**

Continued on next page

Dispute a Transaction, continued

Step 4 EAGLS displays the Cardholder Statement of Disputed Item Screen.

Cardholder Statement of Disputed Item

Instructions: Your company should first make good-faith efforts to settle a claim or dispute for purchases directly with the merchant. If assistance from Bank of America is required, please complete this form, and mail any required documentation within 60 days from the billing close date to:
 Bank of America - Commercial Card Services Operations
 P.O. Box 53142
 Phoenix, AZ 85072-3142
 Phone: (800)352-4027 Fax: (888)678-8046

Transaction Information			
Company Name	Account Number	Cardholder Name	
ACME CORP PLASTICS	4715290003067621	JANE JONES	
Bill Closing Date	Transaction Date	Reference Number	
03/08/2003	02/05/2003	1000000000035	
Merchant Information	Posted Amount	Disputed Amount	Daytime Phone Number
BOISE CASCADE OFFC PRD 18902647370 IL 601430000 US	\$353.56	\$353.56	

I have examined the charge(s) made to my account and wish to dispute the above item for the following reasons

Unauthorized Transaction
 I certify that the charge listed above was not made by me nor a person authorized by me to use my card, I did not receive any goods or services from this transaction nor did any person authorized by me My Bank of America card was in my possession at the time of the transaction.

Charge Amount Does Not Agree With Order Authorizing the Charge
 The amount entered on the sales slip was increased from \$[] to \$[] I am forwarding a copy of the unaltered sales slip to the address listed above.

Merchandise or Services Not Received
 I have not received the merchandise or services represented by the above transaction. The expected date of delivery or services was [] (On the following page, please describe your attempt to resolve this matter with the merchant, the date(s) you contacted them and their response.)

Defective or Wrong Merchandise
 I returned the merchandise on [] because it was (check one)
 Defective Wrong size Wrong color Wrong quantity

Recurring Charges After Cancellation
 On [] (date), I notified the above merchant to cancel our monthly/quarterly agreement. Since then, my Bank of America account has been charged [] time(s). I am forwarding a copy of the merchant's response to confirmation of your cancellation to the address listed above.

Recurring Charges Already Paid by Other Means
 I already paid for the goods and/or services represented by the above charge by means other than my Bank of America Commercial Card. I am forwarding a copy of the front and back of the cancelled check, money order, cash receipt, credit card statement or other documentation as proof of purchase/payment. On the following page, please describe your efforts to resolve this matter directly with the merchant, the date(s) you contacted them, and their response(s).

Credit Appears as a Charge
 I am forwarding a Credit Voucher appeared as a charge on my Bank of America Commercial Card account, to the address listed above.

Credit from Merchant Not Received
 I did not receive credit for the enclosed Credit Voucher within 30 calendar days from the date it was issued to me by the merchant shown above. I am forwarding a copy of the Credit Voucher to the address above.

Hotel Reservation Cancelled
 I did make a reservation with the above hotel which I then cancelled on [] (date) at [] (time). At that time, I asked for a cancellation number which is []
 I was not given a cancellation number
 I was not told at the time that I made the reservation that my account would be charged for a "No Show".

Double or Multiple Charges
 My Bank of America Commercial Card Account has been double charged. The first charge appeared on my [] (date) billing statement.

Do Not Recall the Transaction
 The statement has an inadequate description of the charge. Please supply supporting documentation.

Other, Above Descriptions Do Not Apply
 On the following page, please document detailed explanation for your dispute and your attempts to resolve the issue with the merchant.

[EAGLS](#) [Cancel](#)

Use Apr 29 17:41:50 2003.
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Continued on next page

Dispute a Transaction, continued

Step 4

Action(s)

On the Cardholder Statement of Disputed Item screen:

- ***Enter the Account Holder's daytime phone number.***
- ***Complete the "Disputed Amount" field.***
- ***Select the appropriate dispute reason from the list provided.***
- ***Make data entries for the dispute reason, if appropriate (dates, transaction amounts).***
- ***Click on SUBMIT.***

Continued on next page

Dispute a Transaction, continued

Step 5

EAGLS displays the Cardholder Statement of Disputed Items: Comments screen if one of the following dispute reasons was selected:

- Merchandise or Services Not Received
- Recurring Charge Already Paid
- Other

For other dispute reasons, skip to Step 6.

Transaction Information			
Company Name	Account Number	Cardholder Name	
ACME CORP PLASTICS	4715290003067621	JANE JONES	
Bill Closing Date	Transaction Date	Reference Number	
03/08/2003	02/05/2003	100000000035	
Merchant Information	Posted Amount	Disputed Amount	Daytime Phone Number
BOISE CASCADE OFFC PRD 10002647370 IL 601430600 US	\$353.56	\$53.56	7574414000

Please describe your attempt to resolve this matter with the merchant, the date (s) you contacted them and their response. Please limit your response to 400 characters.

Comments:

Response Size: 0

I am forwarding a copy of all related documents, including any credit vouchers, sales receipts, work invoices, and contracts that I may have received, along with details of my attempts to resolve this matter with the merchant.

Send additional documents to:

PO Box 53142
Phoenix, AZ 85072 - 3142
Fax Number (888)678-0048

Step 5

Action(s)

On the Comments Screen:

- Describe the dispute details in the Comments section.
- Click on **SUBMIT**.

Continued on next page

Dispute a Transaction, continued

- Step 6** EAGLS displays the Dispute Confirmation Screen.
The transaction has been successfully submitted for dispute.

Dispute Confirmation

Dispute Confirmation			
You have successfully submitted a Dispute Request for the following transaction.			
Posting Date	Transaction Date	Description	Billing Amount
04/24/2003	04/24/2003	SCHLOTZSKYS NORFOLK VA US	\$30.50

OK

-
- Step 6** On the Dispute Confirmation Screen:
Action(s) ➤ **Click OK.**

Continued on next page

Dispute a Transaction, continued

Step 7 EAGLS displays the Individual Transaction Activity Screen.

The status of “Disputed” appears beside the transaction and the Dispute button is no longer available for this transaction since a dispute has now been submitted.

Post Date - Trans Date	05/12/2003 - 05/01/2003	Status	
Transaction Amount	50.00 Memo	Disputed	
Description	SALES DRAFT COLUMBUS GA 31901 US	Reviewed: <input type="checkbox"/>	Details Reallocate
Reallocation Date			
Cost Center Type	G100GERMANY		
Cost Center	9999974GMY05		
General Ledger	801003		
Allocation Amount	50.00		

Step 7
Action(s) ➤ **Click OK.**

EAGLS displays the Main Menu desktop..

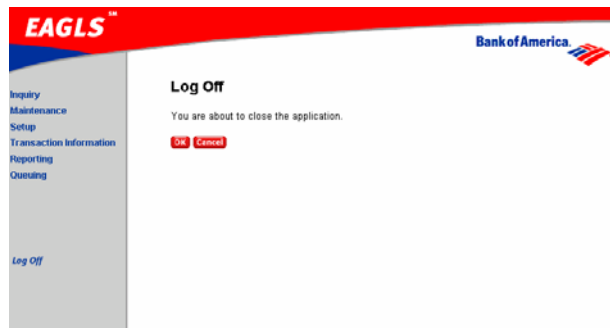


EAGLS Log Off

Overview Use this procedure to end your current EAGLS session.
You will be automatically logged off EAGLS if there is no use/entry within 20 minutes.

**Step 1
Action(s)** On the EAGLS Main Menu:
➤ **Click on Log Off.**

Step 2 The Log Off Verification message displays.



**Step 2
Action(s)** ➤ **Click on OK.**

Continued on next page

EAGLS Log Off, continued

Step 3 The Log Off Confirmation screen displays reminding you to close your browser



Step 3 ➤ *Click on the hyperlink.*
Action(s) ➤ *Click OK.*

Step 4 EAGLS and your Internet Explorer browser are closed.

Conclusion

In this training you learned how to perform a variety of tasks using EAGLS.

If you have questions, please review this training again or see your Program Administrator.
